

Annalysa Vicci

annavicci24@gmail.com | [LinkedIn](#) | [GitHub](#) | [My Site](#)

EDUCATION

University of Texas at Austin | Master of Science in Computer Science | GPA: 4.0

Expected **May 2027**

University of Delaware | Bachelor of Science in Cognitive Science | GPA: 3.85

May 2023

TECHNICAL SKILLS

C#/.NET, REST APIs, Docker, Android Studio, Firebase, Kotlin, AWS, Azure PostgreSQL, PyTorch, Python, CI/CD, Git

EXPERIENCE

Support Engineer @ 11:11 Systems (formerly Ntirety) | Newark, DE

November 2024-March 2026

- Support customers over phone, live-chat, and email to document and resolve 80% of service incidents and requests through initial troubleshooting
- Managed client DNS, firewall configurations (Juniper, Palo Alto, Cisco), and SSL certificates across Linux and Windows
- Diagnosed and remediate failed EDR agent deployment across AWS EC2 infrastructure, identifying filesystem restrictions, SSSD cache corruption, and SELinux permissive mode interactions to restore endpoint visibility in Cortex
- Monitored and troubleshoot AWS and Azure infrastructure alerts to maintain system uptime and service availability
- Documented infrastructure changes and decommissions for reliable client offboarding and audit compliance

Applications Developer Intern @ Projxon | Remote

July 2025-January 2026

- Developed full-stack Human Resources Information System (HRIS) application in .NET Core/ASP.NET, streamlining time-intensive HR processes like onboarding for 50+ employees, managing PTO requests and intern attendance
- Designed and maintained employee data model layer and database schemas, implementing EF Core migrations and ensuring data integrity across environments
- Configured and debugged Dockerized environments, resolving PostgreSQL and API service connectivity issues
- Collaborated in Agile sprints, contributing to code reviews, documentation, and CI/CD pipelines for reliable deployment

IT Helpdesk Technician @ Intron Technology Solutions | Little Silver, NJ

September 2023-October 2024

- Provided ticket, phone and field support to 40+ clients daily to remediate issues with software applications, computers, printers, and network devices while documenting support process through JitBit ticketing system
- Managed Active Directory tasks such as user creation, deletion, permissions, and password resets while enforcing security protocols to safeguard client accounts, maintaining data integrity and confidentiality
- Configured Remote Desktop Connection and deployed VPNs enabling user access to computers and Terminal Servers

PROJECTS

ChronicLog - Android Health Tracking App | *Kotlin, Firebase, OpenFDA API*

[Portfolio](#) ↗

- Designed and developed android application with MVVM architecture for users with chronic illness that tracks medications, symptoms, and remediations with chat and provider share features
- Integrated Firebase Authentication with scoped Firestore rules ensuring strict per-user data isolation
- Built OpenFDA Drug and Adverse Reaction API integration with Retrofit/OkHttp and coroutine-based debounced search for autocomplete medication and symptom search features
- Implemented camera capture and Firebase Storage upload for persistent cross-device symptom photo storage

Deep Learning Image Classification | *Python, PyTorch, Google Colab*

[Portfolio](#) ↗

- Built and trained PyTorch models that learn to play TuxCart driving game achieving 96% classification accuracy
- Implemented convolutional neural networks (CNNs) for multi-task computer vision problems, including image classification, semantic segmentation, and depth estimation, using the SuperTuxKart dataset
- Designed a dual-head encoder-decoder architecture for simultaneous road boundary detection and depth prediction, using skip connections and multi-loss optimization (cross-entropy + L1 regression)
- Developed complete training pipelines in Google Colab, including data augmentation, GPU acceleration, and model checkpointing for reproducible experimentation